

**Articles and book chapters (in chronological order; NCOD contributors' names in bold):**  
**(Note: Papers and presentations in preparation are not included)**

**Published or in Press:**

- (1) **Osatuke, K., Moore, S.C., Ward, C., Dyrenforth, S.R., Belton, L.** (2009). Civility, Respect, Engagement in the Workforce (CREW): Nationwide Organization Development Intervention at Veterans Health Administration. *The Journal of Applied Behavioral Science*, 45(3), 384-410.
- (2) **Osatuke, K., Fishman, J.L., Moore, S.C., Dyrenforth, S.R.** (2009). Relationship between Portrayals of VA Hospitals in the Media, and Employee and Patient Satisfaction: An Exploratory Analysis. Electronic publication of a paper presented at the annual national conference of the American Association for Public Opinion Research 15 May 2009, Hollywood, FL. Conference proceedings: <http://www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf>
- (3) Stolzmann, K., Shwartz, M., Pekoz, E., White, B., Mohr, D., Young, G.J, **Osatuke, K.**, Benzer, J. (2010). Accounting for variation in technical quality and patient satisfaction: The contribution of patient, provider, team and medical center. *Medical Care*, 48(8), 676-682.
- (4) **Teclaw, R., Osatuke, K., Yanovsky, B., Moore, S.C., & Dyrenforth, S.R.** (2010). Comparison of paper, Web, and IVR responses in the Veterans Health Administration All Employee Survey. *Survey Practice*, October: [www.surveypractice.org](http://www.surveypractice.org).
- (5) **Osatuke, K., Draime, J., Moore, S.C., Ramsel, D., Meyer, A., Barnes, S., Belton, S., Dyrenforth, S.R.** (in press). Organization Development in the Department of Veterans Affairs. In T. Miller (Ed.), *Veterans Affairs: Reference Book, Volume I: History, Veterans Era's and National Centers*.
- (6) **Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Charns, M.P., Dyrenforth, S.R.** (in press). Response Rates and Incentives in a National Employee Survey: The Case of the Veterans Administration. *Applied H.R.M. Research*

**Submitted or Ready for Submission:**

- (1) **Osatuke, K., Fishman, J.L., Moore, S.C., & Dyrenforth, S.R.** (2011). Employee Generation and Tenure within Organization: Relationship to Workplace Satisfaction and Workplace Climate Perceptions.
- (2) **Teclaw, R., Price, M., & Osatuke, K.** (2011). Demographic Question Placement: Effect on Item Response Rates and Means of a Veterans Health Administration Survey
- (3) **Moore, S.C., Osatuke, K., & Howe, S.** (2011). Anatomy of an Intervention: An In-Depth Assessment of an OD Change Effort in a Veterans Affairs Medical Center
- (4) **Yanovsky, B., Osatuke, K., Graff-Reed, R., & Dyrenforth, S.R.** (2011). Factor Structure of Two Different Developmental Assessment Center Rating Formats.
- (5) **Yanchus, N.J., Fishman, J.L., Teclaw, R., & Osatuke, K.** (2011). Working at the Veterans Health Administration: An Examination of Job Demands and Resources.
- (6) Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2011). The Effects of Personality and Spirituality on Workplace Incivility Perceptions.

## **Research Presentations at National and International Academic Conferences**

### **Accepted or Presented:**

- Osatuke, K.** Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Teclaw, R., & Osatuke, K.** (2011). Demographic and Organizational Correlates of Psychological Safety Perceptions in a Large Healthcare Organization. In **K. Osatuke** (Moderator), Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Osatuke, K., Fishman, J.L., Derickson, R., Moore, S.C., Price, M., Dyrenforth, S.** (2011). Factors that Influence Psychological Safety in Healthcare Settings. In **K. Osatuke** (Moderator), Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Leiter, M.P., & Laschinger, H.K.S.** (2011). Psychological Safety, Respect, and Values: Foundations of a Psychologically Healthy Workplace. In **K. Osatuke** (Moderator), Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Dyrenforth, S., & Yanovsky, B.** (2011). Supervisors' Behaviors that Predict Psychological Safety Perceptions in Supervised Employees. In **K. Osatuke** (Moderator), Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Carameli, K., & Dyrenforth, S.** (2011). The Relationship between Healthcare Employees' Psychological Safety and Patient Care Experiences. In **K. Osatuke** (Moderator), Psychological Safety in the Workplace: What Does it Mean in Healthcare? Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Belton, L., Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2011). Respect, Civility and Engagement at the Workplace (CREW): Nationwide Initiative at the Department Veterans Affairs, Its Organizational Impact and Implementation. Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Barnes, S., White, S., Carameli, K., Yanovsky, B., & Dyrenforth, S.R.** (2011). Are Happy Teams Better Teams? Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Yanchus, N.J., Carameli, K. A., Dyrenforth, S., & Osatuke, K.** (2011). Characteristics Intrinsic and Extrinsic Attributes of Job Satisfaction in Veterans Health Administration (VHA) Employees. Poster presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- Osatuke, K., Moore, S. C., Stiles, W. B.** (2011). Assimilation of Shared Problematic Experiences in Organizational Settings. In **M. A. Gray** (Moderator), Assimilation Model: Extending the Concepts. Panel presented at the international meeting of the Society for Psychotherapy Research in Bern, Switzerland on June 29, 2011.

- Yanchus, N.J., Osatuke, K., Judkins, S., & Dyrenforth, S.** (2011). Characteristics of Patient-Centered Care in the Veterans Health Administration. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Carameli, K. A., Osatuke, K., Judkins, S., & Dyrenforth, S.** (2011). The Role of Perceived Organizational Support in Shaping Healthcare Employees' Job Satisfaction, Organizational Commitment, and Turnover Intentions. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Carameli, K. A., Yanchus, N.J., Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). Employee Job Satisfaction: How Intrinsic and Extrinsic Determinants Differ Across Healthcare Occupations. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Moore, S.C., McKnight, S., Fishman, J., & Osatuke, K.** (2011). Psychological Safety and Adverse Patient Event Reporting. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Teclaw, R., & Osatuke, K.** (2011). Effect of demographic question placement on item response rates and item mean scores in a Web-based federal health care organization employee survey. Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.
- Yanchus, N.J., Carameli, K., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). Predictors of Job Satisfaction and Turnover Intention in the Veterans Health Administration Mental Health Workforce. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Yanchus, N.J., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). Characteristics of Patient-Centered Care in the Veterans Health Administration. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Derickson, R., Moore, S.C., Dyrenforth, S.R., & Osatuke, K.** (2011). Influence of Leader Behavior on Psychological Safety in a Healthcare Setting. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Price, M., Moore, S.C., Dyrenforth, S.R., & Osatuke, K.** (2011). Relationship of Innovation and Psychological Safety in a Healthcare Setting. Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.
- Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2011). Factor Structure of Two Different Developmental Assessment Center Rating Formats. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- Osatuke, K.** (2011). Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- Naimon, E.C., Mullins, M., & **Osatuke, K.** (2011). Workplace Incivility and Civility: Related but Different? In **K Osatuke** (Moderator), Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- Brassell, T., Osatuke, K., Yanovsky, B., & Dyrenforth, S.** (2011). 360 Degree Feedback: Rater

Differences in Rating Workplace Interpersonal Behaviors. In **K Osatuke** (Moderator), Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Teclaw, R., Brassell, T., Dyrenforth, S., & Osatuke, K.** (2011). Gender differences in civility perceptions in a large healthcare system. In **K Osatuke** (Moderator), Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K.** (2011). CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). Organizational intervention that fosters workplace civility: Facilitators' view. In **K Osatuke** (Moderator), CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2011). CREW Participants' View of the Intervention Process and Relationship to Outcomes. In **K Osatuke** (Moderator), CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Teclaw, R., Yanovsky, B., Moore, S.C., & Osatuke, K.** Organizational survey: Comparison of paper, web, and IVR response modes. Symposium paper presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K., Yanovsky, B., Moore, S.C., Brassell, T., & Dyrenforth, S.** (2010). Evaluating Data Quality in the Veterans Health Administration All Employee Survey. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Osatuke, K., McNamara, B., & Dyrenforth, S.** (2010). Workplace Civility Perceptions Relate to Equal Employment Opportunity Complaint Rates. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). The Effects of Qualitative Feedback on Mid-Managers Improvement on Performance Behaviors in the Veterans Health Administration. Poster accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Mohr, D., Osatuke, K., & Brassell, T.** (2010). Changing Nature of Healthcare Performance Measurement. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Mohr, D., Osatuke, K., Moore, S.C., Yanovsky, B., Brassell, T., & Nagy, M.** Organizational Survey of Workplace Climate: Differences in Representation Across Response Modes. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

- Benzer, J., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., Mohr, D. Organizational Climate and Chronic Disease Management. Paper presented at the Annual national conference by the HSR&D in February 2011.
- Osatuke, K.**, Mohr, D., Stolzman, K., & Dyrenforth, S. (2010). Patient-Provider Gender Congruence: Effects on Patient Satisfaction. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.
- Mohr, D., Stolzmann, K., & **Osatuke, K.** (2010). Comparing Cancer Screening Rates in VA Divisions with and without Women's Health Clinics. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.
- Osatuke, K., McNamara, B., Fishman, J., & Dyrenforth, S.** (2010). Workplace Civility Perceptions Relate to Equal Employment Opportunity Complaint Rates. Paper presented at the 116<sup>th</sup> Annual national convention by the American Psychological Association in San Diego, CA on August 12, 2010.
- Benzer, J., Young, G., Caso, A., Stolzmann, K., Meterko, M., **Osatuke, K.**, White, B., Mohr, D. (2010). The role of primary care team climate in diabetes care. Paper presented at the Annual national meeting by the Academy of Management in Montreal, Canada on August 6-10, 2010
- Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). The Effects of Demographic Dissimilarity on Performance Appraisal Expectations. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.
- Yanovsky, B., Brassell, T., Osatuke, K., & Dyrenforth, S.** (2010). An Examination of the Qualitative Comments within a 360-Degree Performance Appraisal. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston. MA.
- Osatuke, K., Snell, A., & Dyrenforth, S.** (2010). Veterans Health Administration Polytrauma Rehabilitation: Provider Perspective on Patients' Family involvement. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston. MA.
- Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2010). Employee Gender, Generation, and Experience: Relationship to Workplace Climate Perceptions. Paper in session, presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.
- Snell, A., Moore, S.C., & Osatuke, K.** (2010). Civility Score Variation across Ethnic Groups in the Veterans Health Administration. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.
- Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2010). The Effects of Personality and Spirituality on Workplace Incivility Perceptions. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.
- Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). Civility Measure Shows Partial Factorial Invariance across Racial and Ethnic Groups. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.
- Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2010). Demographic and occupational characteristics as predictors of differences in workplace civility perceptions. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

- Mohr, D., **Moore, S.C., Osatuke, K.,** Meterko, M., Nealon Seibert, M. (2010). Primary Care Workload and Staffing Differences in VA Urban and Rural Practices. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6 , 2010.
- Stolzmann, K., Benzer, J., Meterko, M., **Osatuke, K.,** Mohr, D. (2010). Primary Care Quality and Patient Satisfaction in Rural and Urban Veterans Health Administration Settings. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6 , 2010.
- Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). Factor Structure and Time Invariance of a Civility Survey Instrument. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Atlanta, GA on April 7-10, 2010.
- Osatuke, K.,** McNamara, B., **Pohl, M., Moore, S.C.,** Meterko, M., Nagy, M., Charns, M., & **Dyrenforth, S.** (2009). Response Rates and Incentives in Veterans Administration All Employee Survey. Paper presented at the Annual national convention by Institute of Behavioral and Applied Management in Washington, DC, on Oct 1, 2009.
- Yanovsky, B., Graff-Reed, R., Kruer, K., Dyrenforth, S., & Osatuke, K.** (2009). Evaluation of a Developmental Assessment Center in Veterans Healthcare. Paper presented at the Annual national convention by IPMA-HR (International Public Management Association for Human Resources) in Nashville, TN, on Sept 14, 2009.
- Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2009). Employee Generation and Workplace Experience: Relationship to Workplace Climate Perceptions. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.
- Fishman, J., Osatuke, K., & Dyrenforth, S.** (2009). Applying grounded theory to studying media coverage of Veterans Healthcare. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.
- Osatuke, K., & Dyrenforth, S.** (2009). "Civility, Respect, and Engagement in the Workforce (CREW): Nation-Wide Organization Development Intervention at Veterans Health Administration". Paper presented at the First World Congress on Positive Psychology in Philadelphia, PA, on June 18-21, 2009.
- Fishman, J., Osatuke, K., Moore, S.C., Draime, J., & Dyrenforth, S.** (2009). Employee Generation and Workplace Experience: Relationship to Workplace Satisfaction. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.
- Moore, S.C., Willmarth, K., Osatuke, K., & Dyrenforth, S.** (2009). Satisfaction Increases with Supervisory Status in the Veterans Health Administration. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.
- Osatuke, K.,** Yanovsky, B., Naimon, E., & **Dyrenforth, S.** (2009). Workgroup Supervisors' 360 ratings: Relationship to Staff Perceptions of Workplace Characteristics and Turnover Intentions. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.
- Osatuke, K., Fishman, J., & Dyrenforth, S.** (2009). Relationship between Portrayals of VA Hospitals in the Media, and Employee and Patient Satisfaction: An Exploratory Analysis. Paper presented at the



Annual national convention by AAPOR (American Association for Public Opinion Research) in Hollywood, Florida on May 15, 2009.

Nagy, M., **Osatuke, K.**, Meterko, M., Scruggs, R., Mohr, D., Warren, N., Hodgson, M., **Moore, S.C., & Belton, L.** (2009). Exploring the Boundaries of Civility and Incivility. Round Table presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2009). The Relationship between Civility and Satisfaction: An Examination of Three Years' Data from the Veterans Health Administration. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Osatuke, K., & Dyrenforth, S.** (2009). Civility, Respect, Engagement at the Workplace (CREW): Nationwide Organization Development Intervention in at the United States Veterans Healthcare Administration. Poster presented at the 5th Australasian Redesigning Health Care Summit in Brisbane, Australia, on March 26, 2009.

Hodgson, M.J, Warren, N., Mohr, D., Meterko, M., **Osatuke, K., Dyrenforth, S., Belton, L.**, Charns, M., Drummond, D., Sprenger, M., Nagy, M., Wilson, R. (2008). Violence in the Veterans Health Administration: assessment and intervention. Paper presented at the international conference Violence Prevention in Healthcare, Amsterdam, October 22, 2008.

**Osatuke, K., DeLuca, N., & Dyrenforth, S.** (2008). *Employee versus Patient Perceptions of Veterans Healthcare: National Level Comparison*. Poster presented at the 116<sup>th</sup> annual national convention of the American Psychological Association, Boston, MA, August 15, 2008.

**Osatuke, K., Mohr, D., Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (2008) *Organization Development Intervention To Increase Civility in the Workforce: What Explains Variability of Outcomes Across Participating VA Facilities*. Paper presented at the annual national conference of the Academy of Management, Anaheim, CA, August 13th, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Measuring Managerial Competencies in Veterans Healthcare: An Evaluation of a Professional Development Program*. Paper presented at the 32<sup>nd</sup> annual International Public Management Association Assessment Council conference, Oakland, CA, June 11, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Professional Development Program for Veterans Healthcare Executives: Evaluating the Impact*. Poster presented at the 25<sup>th</sup> annual research meeting of the Academy of Health, Washington, DC, June 9, 2008.

**Osatuke, K., Yanovsky, B., Draime, J., & Dyrenforth, S.** (2008). *360-degree Ratings of Managers' Skill Relate to Workgroup Satisfaction With Supervision*. Poster presented at the 20<sup>th</sup> annual national convention of the Association for Psychological Science, Chicago, IL, May 24, 2008.

**Osatuke, K., Dyrenforth, S., & Belton, L.** (2008). *Organizational change towards greater civility: What helps intervention success?* Poster presented at the 14<sup>th</sup> annual national research conference of the British Association for Counseling and Psychotherapy, Cardiff, Wales, May 9, 2008.

**Moore, S.C., Osatuke, K., & Howe, S.** (April, 2008). Modeling Turnover and Absenteeism through Civility and Job Satisfaction Scores. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.

- Mohr, D., **Osatuke, K., Moore, S.C.**, Hodgson, M., & Warren, N. (April, 2008). Do More Civil Workplaces Actually Have Less Incivility? In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.
- Osatuke, K.**, Mohr, D., **Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (April, 2008). Organization Development Intervention to Increase Civility in the Workforce. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.
- Warren, N.D., Mohr, D., Meterko, M., **Osatuke, K.**, Nagy, M., Hodgson, M., **Dyrenforth, S.**, & Charns, M. (2008). *Workplace civility, verbal abuse, and employee health & safety*. Paper presented at the annual Work, Stress & Health Conference, Washington DC, March 10, 2008.
- Meterko, M., **Osatuke, K.**, Mohr, D., Warren, N., & **Dyrenforth, S.** (2007). Civility: The Development and Psychometric Assessment of a Survey Measure. In M. Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Osatuke, K.**, Moore, S.C., Wernke, J., Stiles, W.B., & **Dyrenforth, S.R.** (April, 2007). Using employee interviews to describe a voice of the organization: An application of the assimilation model. Paper presented at the annual conference of the Society for Psychotherapy Research, Ohio Division.
- Mohr D., Meterko M., Charns M., **Dyrenforth S., & Osatuke K.** (2007) *Workplace factors that increase employee's satisfaction and performance*. Paper presented at the Academy of Health Annual Meeting, Orlando, FL, June 13, 2007.
- Mohr, D.C., Warren, N., Hodgson, M., **Osatuke, K., Ward, C., & Dyrenforth, S.** (2007). Workplace Civility, Workplace Incivility and Employee Sick Leave Rate Usage. In Mark Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Nagy, M.S., Warren, N., **Osatuke, K. & Dyrenforth, S.** (2007). The Association between Civility and Monetary Organizational Outcomes. In Mark Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Mohr, D., Meterko, M., Charns, M., **Dyrenforth, S., & Osatuke, K.** *Workplace Factors that Increase Employee Satisfaction and Performance*. Paper presented at VA HSR&D National Meeting, Boston, MA, February 21-23, 2007.
- Osatuke, K., & Dyrenforth, S.** (2006). *Civility in VA hospitals relates to costs and performance indicators*. Paper presented at the 114 Annual Convention of the American Psychological Association, New Orleans, LA, August 10, 2006.